

## Transcript: Francesca

**Baez-6455880181923840-5947696430235648**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. How's it going? Uh, my name is Rosa Hernandez and I'm just trying to get a h- uh, trying to see where, uh, who my primary doctor is so I could schedule an appointment. So that information wouldn't be with your carrier. Uh, y'all have like five... It wouldn't. I've called like five different numbers, uh, all three numbers that are on my ins- insurance card. I've gone on my email. Uh, where, where exactly do I have to call to find out? So with health benefits and insurance, the doctors have nothing to do with your insurance itself. You select your own primary care doctor. Oh, okay. That's why. Okay. That makes more sense. So I have to find a doctor. I have to find the facilities. And then it just goes through the insurance if it's covered. Correct. Yes. Okay. Thank you so much. Have a great day. Of course.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. How's it going? Uh, my name is Rosa Hernandez and I'm just trying to get a h- uh, trying to see where, uh, who my primary doctor is so I could schedule an appointment.

Speaker speaker\_0: So that information wouldn't be with your carrier.

Speaker speaker\_1: Uh, y'all have like five... It wouldn't. I've called like five different numbers, uh, all three numbers that are on my ins- insurance card. I've gone on my email. Uh, where, where exactly do I have to call to find out?

Speaker speaker\_0: So with health benefits and insurance, the doctors have nothing to do with your insurance itself. You select your own primary care doctor.

Speaker speaker\_1: Oh, okay. That's why. Okay. That makes more sense. So I have to find a doctor. I have to find the facilities. And then it just goes through the insurance if it's covered.

Speaker speaker\_0: Correct. Yes.

Speaker speaker\_1: Okay. Thank you so much. Have a great day.

Speaker speaker\_0: Of course.